Building a Digital Nation

A world where everyone can benefit from digital

Helen Milner Group CEO

Good Things

DIGITAL NATION UK 2024

FACTS & STATS TO FIX THE DIGITAL DIVIDE FOR GOOD

Good Things Foundation

SCALE OF THE DIGITAL DIVIDE

3.7m
FAMILIES ARE BELOW THE MINIMUM DIGITAL LIVING STANDARD

8.5m
LACK BASIC DIGITAL SKILLS

2.4m
HOUSEHOLDS CAN'T AFFORD THEIR MOBILE PHONE CONTRACT

7.5m
WORKING AGE ADULTS LACK BASIC DIGITAL SKILLS FOR WORK

0.6m
YOUNG PEOPLE LACK HOME INTERNET OR A SUITABLE DEVICE

1.5m
DON'T HAVE A SMARTPHONE TABLET OR LAPTOP

5000
COMMUNITY ACCESS POINTS
THE NATIONAL DIGITAL INCLUSION NETWORK

OUR CHANGING DIGITAL WORLD

Health

33% of those offline say its difficult to interact with NHS services

50% higher food costs without internet access

39% of UK adult population not registered on NHS App

Money

Banking takes **1.5 hrs** longer without an internet connection

4m+ older people are not managing their money online

Work

92% of UK businesses say there is a digital skills gap

40% of jobs will be affected by AI, worldwide

Internet

33% unaware of local access point for device access or internet connection

8% of eligible households signed up for social tariff

DEVICES

NATIONAL DEVICE BANK

CONNECTIVITY

46k devices collected to date

CO₂ saved equivalent to 328k trees

NATIONAL DATABANK

DIGITAL INCLUSION BENEFITS
as a result of support

£13.7 billion
BENEFIT TO THE ECONOMY

PEOPLE LEFT BEHIND lack basic digital skills

24% of those not working

48% of those with no formal qualifications

37% of those over 65

25% of those with a disability or health condition

CAPABILITY

CONFIDENCE

Learn My Way

I'm happier
76% say the internet helps them connect with family and friends

I'm more employable
68% saw a work or skills related benefit

WHAT THE PUBLIC THINK

64% believe there's NOT ENOUGH SUPPORT for people who can't get online

92% think most ESSENTIAL SERVICES require internet access

76% want GOVT INVESTMENT in digital skills training

21% feel LEFT BEHIND by technology

TRUST

NATIONAL DIGITAL INCLUSION NETWORK

I'm healthier
68% can use online tools to help them manage their health

I'm better off
People with high digital engagement save £900 more a year

I ♥ IT

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#FixTheDigitalDivide

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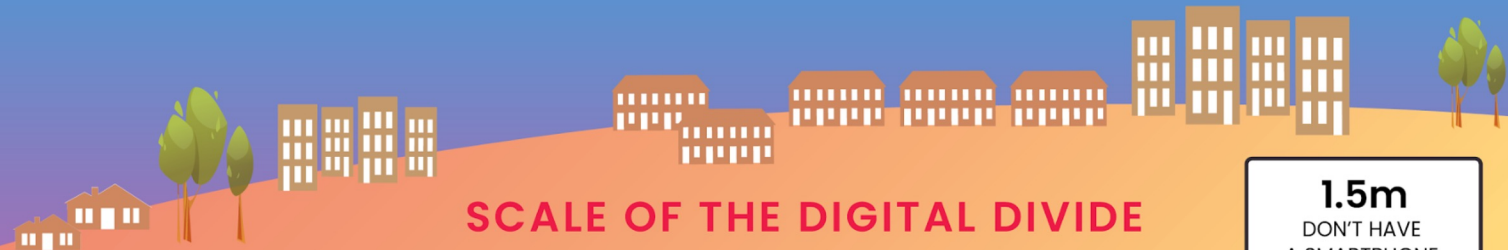
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About Good Things

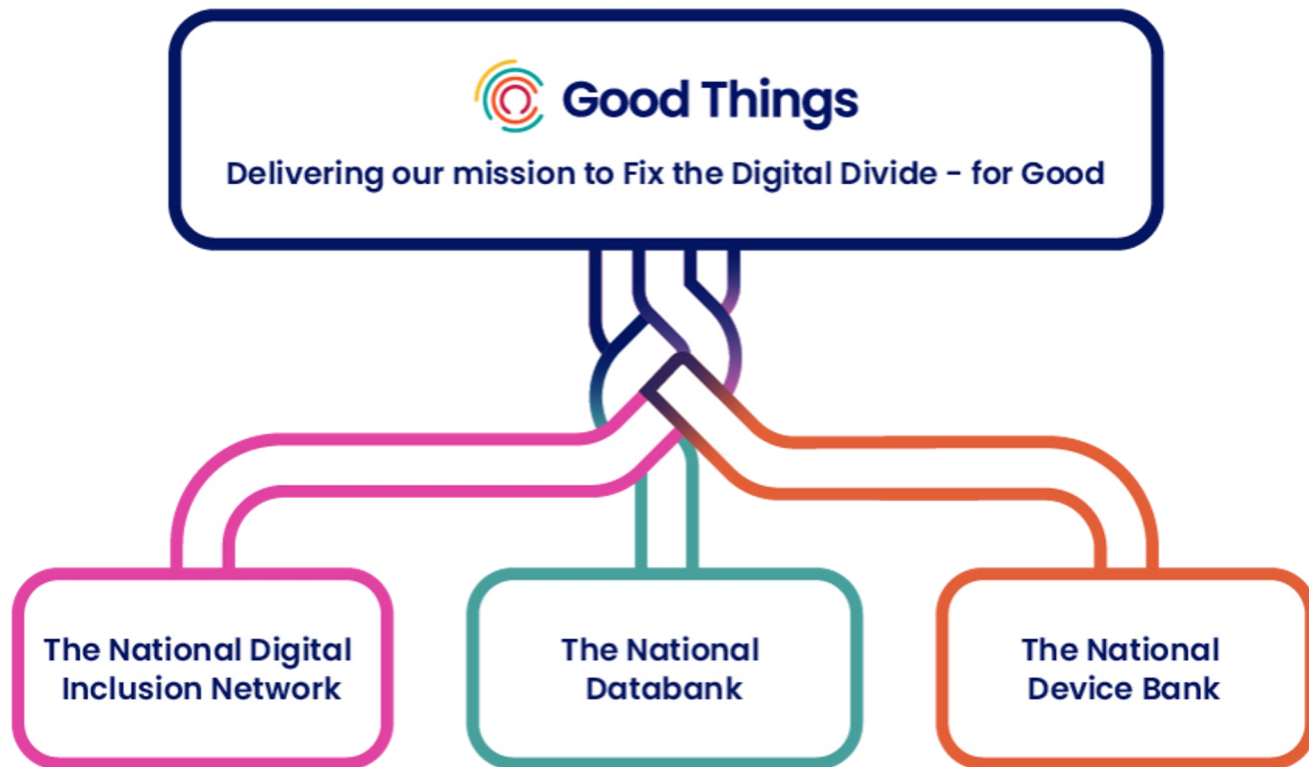The UK's leading digital inclusion charity

At Good Things Foundation, we want:

- Everyone to have the **internet access** they need

- Everyone to have **somewhere local to go** for help to use the internet

- Everyone to **feel able and safe** in the online world

So they can be **happier**, **healthier**, and **better off**

How we achieve this

Good Things

Delivering our mission to Fix the Digital Divide - for Good

The National Digital Inclusion Network

The National Databank

The National Device Bank

Minaj's story

Minaj's mental health was so bad she barely left the house, but after improving her digital skills and connecting with her community, she is happier than ever. Minaj sought support at the doctor's, and noticed a poster for digital classes.

"I knew how to use a computer but not very well, I couldn't get to grips with it before discovering Learn My Way.

"Learning how to use a computer helped me to do so many things. It helped me to sort out my medication, I learnt how to order my prescription on the NHS app which I didn't have a clue how to do before …

"I improved my skills so much that I was able to become a digital mentor at the hub and now I've been working here for 6 years."

Julie's story

Julie used to be intimidated by the internet. She couldn't write or send emails. From 'Learn for Life' - a digital inclusion hub in the National Digital Inclusion Network, Julie received a laptop, free mobile data, and support to learn how to use these.

"Without the data, devices and skills support, I would have been letting the world go by. It has really given me a new lease of life and a sense of freedom. Now I'm living life on my own terms."

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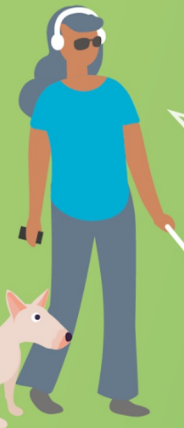
INCLUSION NETWORK

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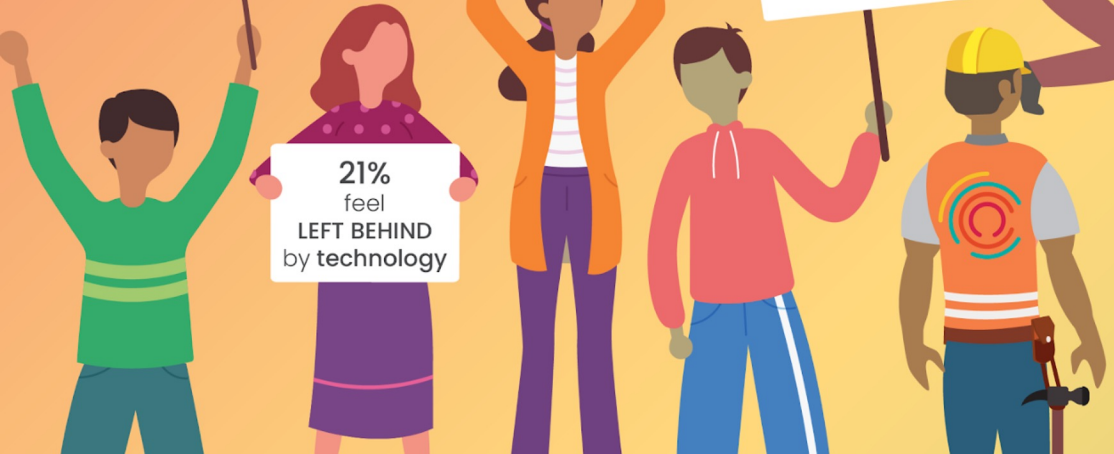NOT ENOUGH SUPPORT
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NATIONAL DIGITAL INCLUSION NETWORK

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Calling for a digital inclusion action plan

Our Manifesto lays out the opportunities for the future Government to show sustained, joined-up leadership

Commit to publishing a clear <u>plan of action</u>

Build on the House of Lords report on digital exclusion

#1 Collaborating with business, civil society, and the public sector to fix the digital divide

#2 Ensuring all adults can get vital help with digital skills, confidence, and safety in an age of AI

#3 Leading by example in reusing appropriate tech for social good through the National Device Bank
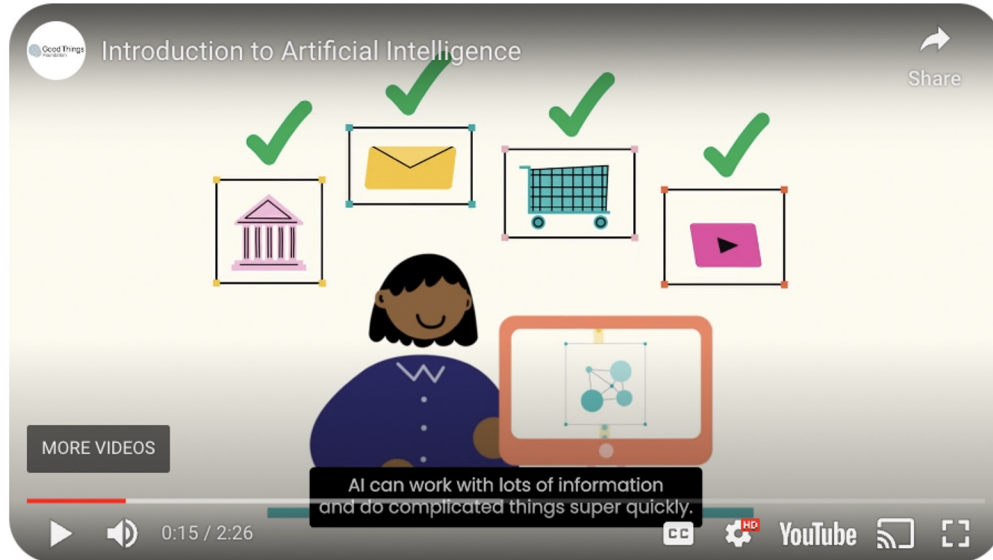
#4 Recognising internet access as essential - innovating so everyone can afford to get online, and it is free for those most excluded

#5 Signposting from Government and NHS front line services so people can find local support from the National Digital Inclusion Network

Gen AI and Emerging Technologies

How you can help fix the digital divide

- Join the National Digital Inclusion Network if you're not already part of it
- Signpost digitally excluded people to a local Network partner - there are almost 5,000 across the UK
- Help people to learn beginner digital skills - Learn My Way is free and online, with over 100 learning topics, including AI
- Donate used devices if you're a big employer - we can get them into the hands of digitally excluded people

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Let's do more good things. Together.

Contact us: **hello@goodthingsfoundation.org**

Find out about our free resources, support, advocacy, and evidence at: **www.goodthingsfoundation.org**

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